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Posted: D. DukeDept: SA-075

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

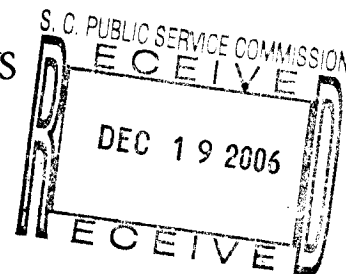
Date: 12-19-06CLEC - QUARTERLY SERVICE QUALITY REPORTTime: 11:15

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME

Tel West Communications, LLC

QUARTER / YEAR

3rd Quarter / 2006

Reporting Month:	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
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Number of South Carolina Customer Access Lines Provided:

Via Resale:	478	463	449
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Via UNE-P:

Via Other Methods:

Total South Carolina Line Count:	478	463	449
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Trouble Reports / Access Line (%)	47/9.8 %	51/11 %	39/8.6 %
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Customer Out of Service Clearing Times (%)	46.8%	43.1 %	43 %
(Objective: <7%)			

New Installs Completed w/in 5 Days (%)	100%	83%	100%
(Objective: >85% w/in 5 working days)			

Commitments Fulfilled (%)	NA	NA	NA
(Objective: >85%)			

Explanation for Objectives Not Met: All functions and intervals are provided and controlled by the ILECs, not by Tel West.

Does company use its own switching facilities to provide services within South Carolina?

Yes ☐ No ☒

Person Making Report / Contact Information: Ginny Riggs, Accounts Receivable. 206-577-6336, griggs@telwestservices.com.

Date Submitted: 12/08/06

Email to: David.lacoste@psc.state.sc.us

Tel West Online

phone last first pon go \$ Log In Log Out

Ginny Riggs - 12/15 max since 11/14/2006

Audit Mgr 


Customers Agents Reports Utilities

PUC DISC Fees Actions AgentNewCust Marketing ItemAdd Revenue Unbilled Usage CSNewCust

Month Year State ☐ All States

7/1/2006 to 7/31/2006 for state:SC			
Statistical Breakdown			
AVG HRS to close	TOTAL tickets	CLOSED Within 48 HRS	Total New Customers
121	47	23	11
Trouble Tickets - # of Days Open		New Customers - Days from Signup to Completion	
DaysOpen	Total Tickets	DaysOpen	Total Connects
0	12	0	2
1	10	1	2
2	3	2	1
3	8	3	1
4	1	Completed w/in 5 days	
5	2		
6	3		
7	2		
8	3		
12	1	<div> <div>47</div> <div>47/22</div> <div>#2 46.8%</div> </div>	
57	2		
47		<div> <div>100%</div> <div>#3</div> </div>	

Line Count 478

#1 ~~478/47~~ 47/478 = 9.8%

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Ginny Riggs - 12/15 max since 11/14/2006

Customers Agents Reports Utilities

Audit Mgr **?**
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PUC DISC Fees Actions AgentNewCust Marketing ItemAdd Revenue Unbilled Usage CSNewCust

Month **8** Year **2006** State **South Carolina** ☐ All States

8/1/2006 to 8/31/2006 for state:SC			
Statistical Breakdown			
AVG HRS to close	TOTAL tickets	CLOSED Within 48 HRS	Total New Customers
75	51	24	15
Trouble Tickets - # of Days Open		New Customers - Days from Signup to Completion	
DaysOpen	Total Tickets	DaysOpen	Total Connects
0	11	0	4
1	11	1	1
2	10	3	1
3	4	5	1
4	4	10	1
5	2		
6	2		
7	4		
9	1		
11	1		
28	1		
	<u>51</u>		

Lines 463 $\sqrt{11\%}$ ~~51~~



43.1%
 $51 \sqrt{22}$

$\frac{5}{6} 83\%$

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Ginny Riggs - 12/15 max since 11/14/2006

Audit Mgr 


Customers Agents Reports Utilities

PUC DISC Fees Actions AgentNewCust Marketing ItemAdd Revenue Unbilled Usage CSNewCust

Month 9 Year 2006 State South Carolina ☐ All States

9/1/2006 to 9/30/2006 for state:SC			
Statistical Breakdown			
AVG HRS to close	TOTAL tickets	CLOSED Within 48 HRS	Total New Customers
56	39	19	5
Trouble Tickets - # of Days Open		New Customers - Days from Signup to Completion	
DaysOpen	Total Tickets	DaysOpen	Total Connects
0	11	0	3
1	6		
2	6		
3	5		
4	5		
5	3		
6	1		
7	1		
8	1		
	39		

8.600
 449 139

39 117
 43%